

Fig. 1

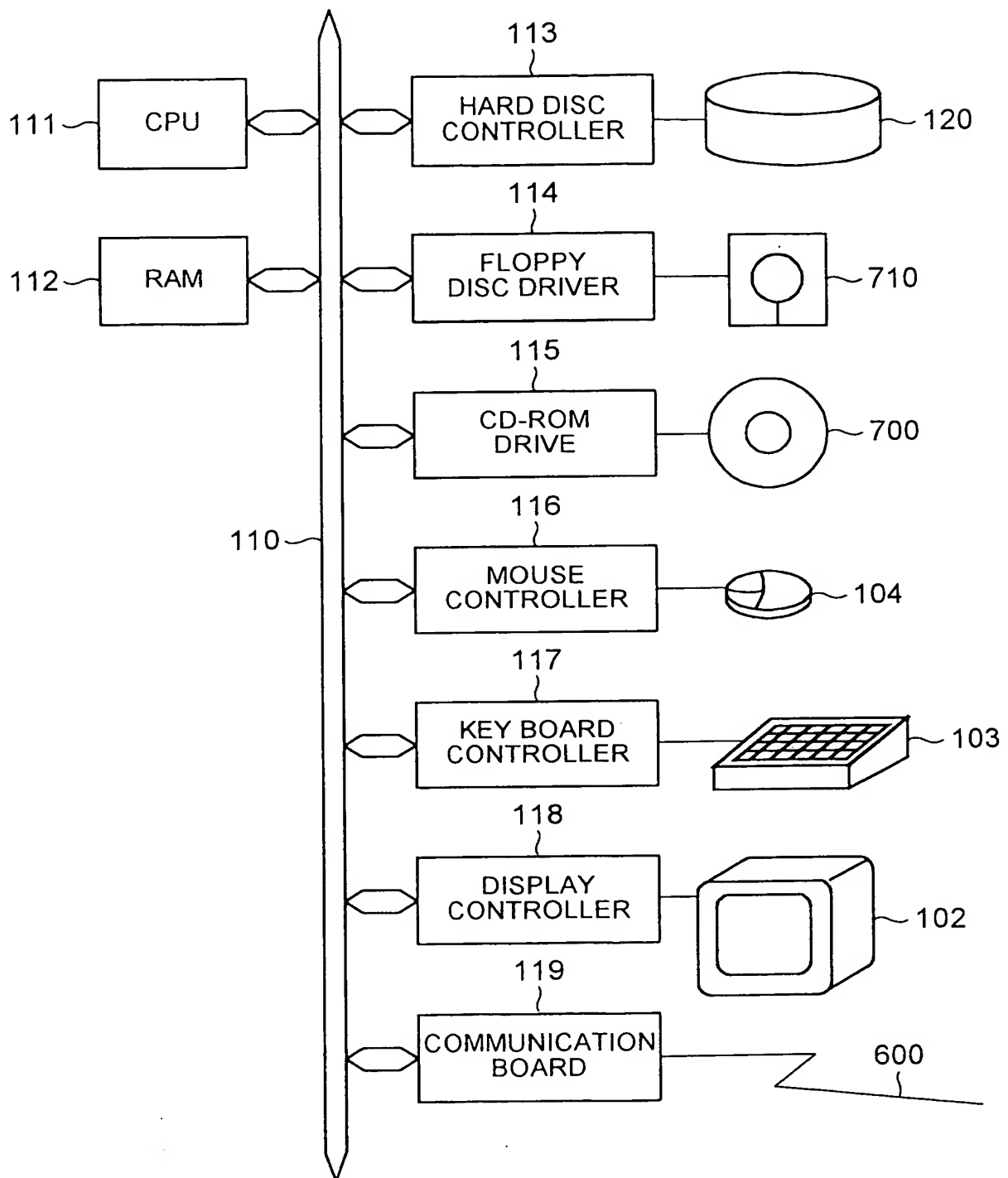


Fig. 2

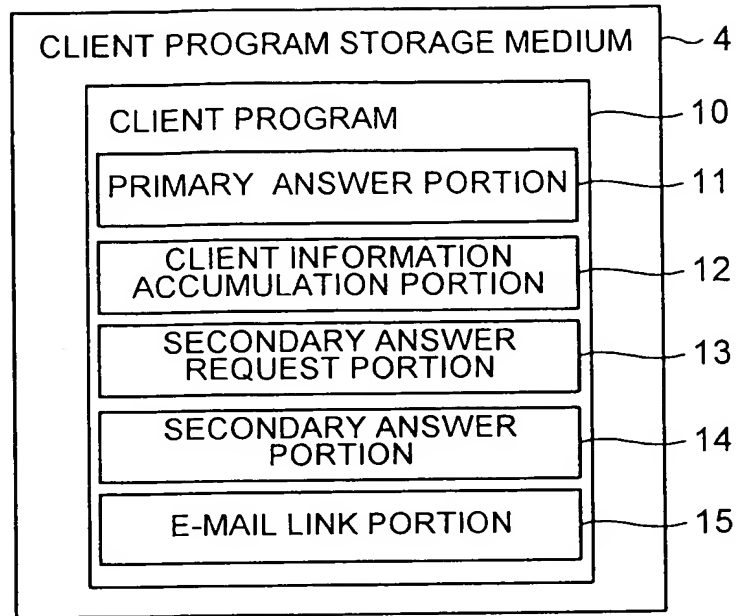


Fig. 3

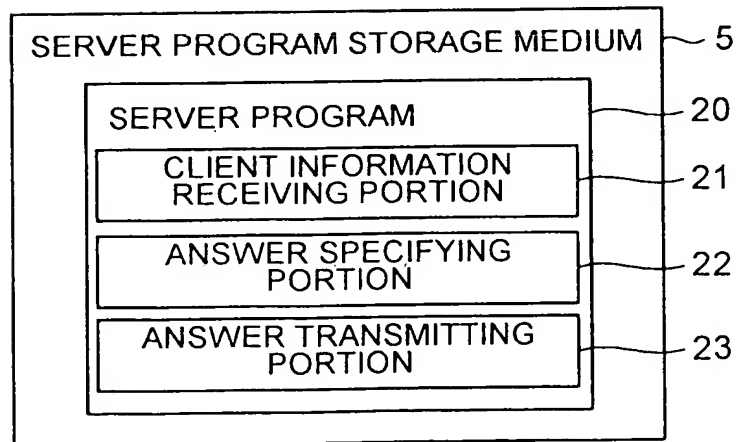


Fig. 4

206210-888/5001

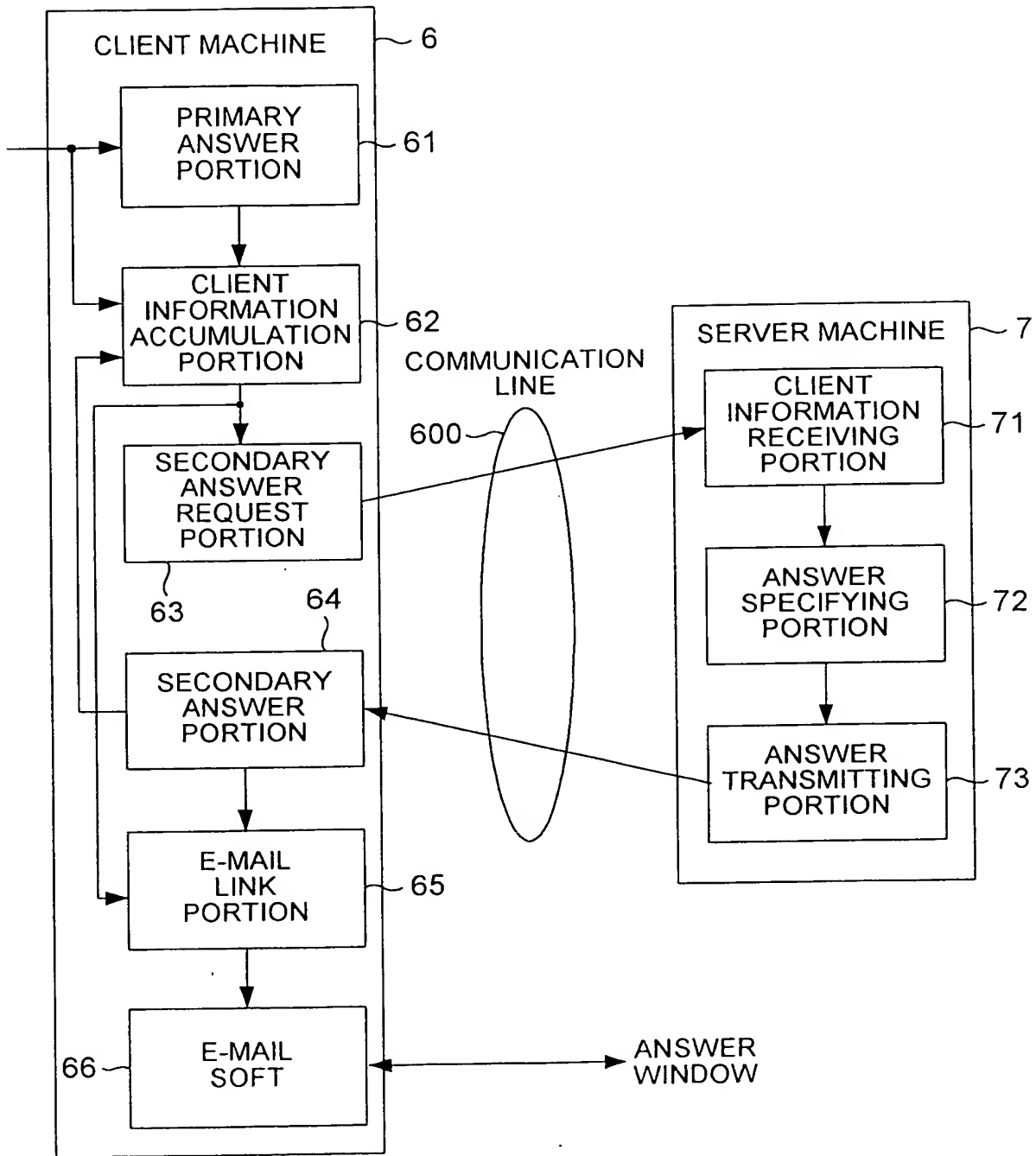


Fig. 5

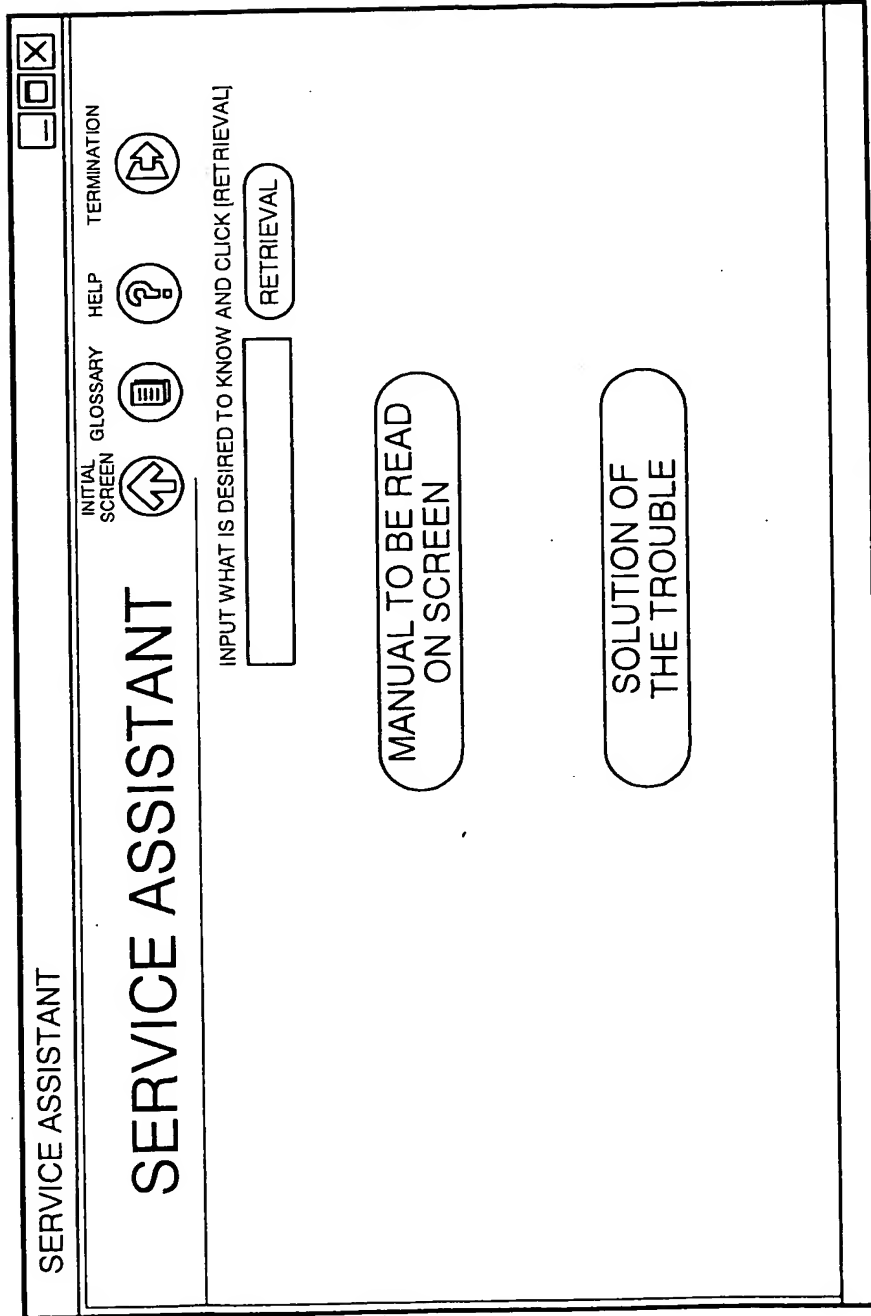


Fig. 6

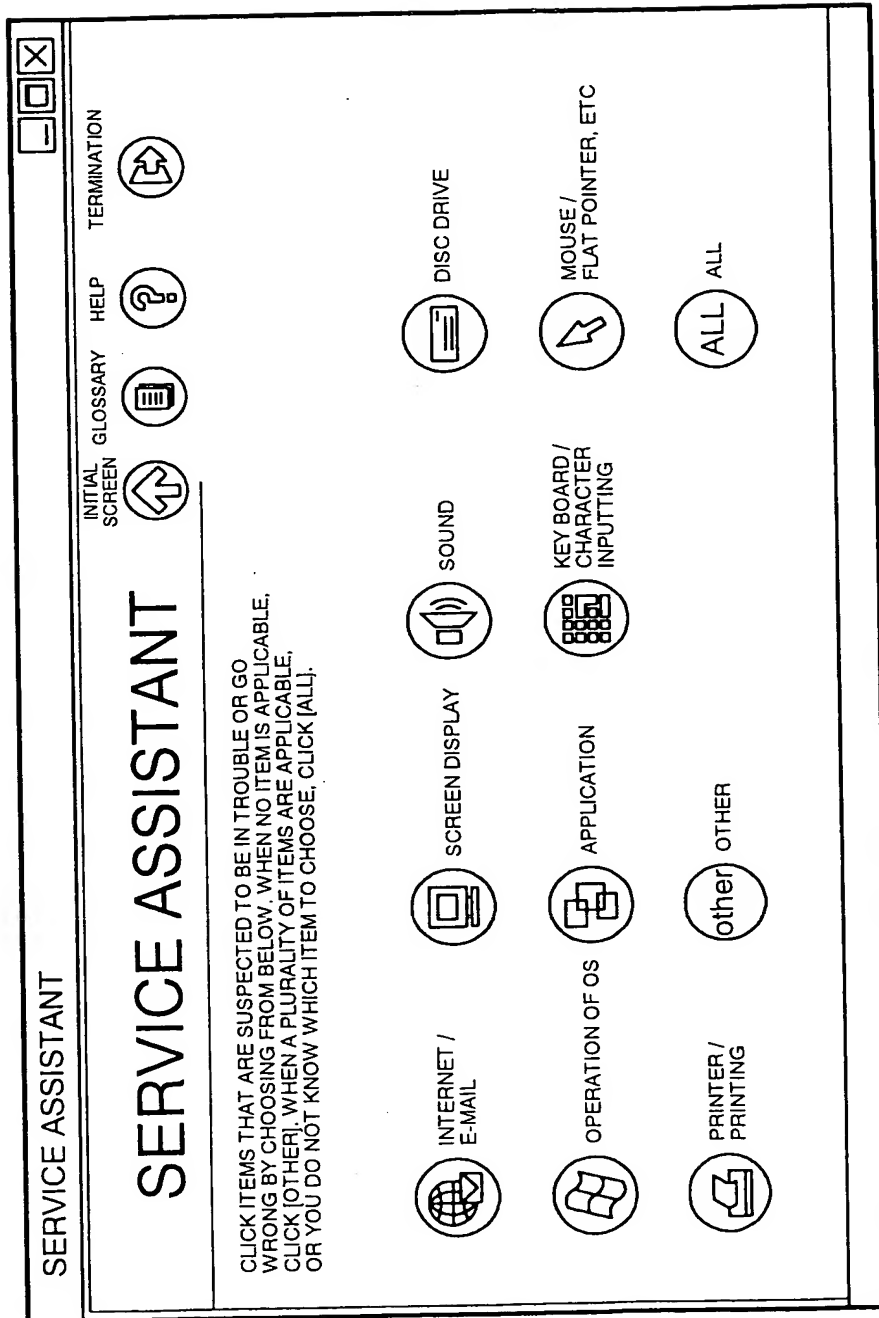


Fig. 7

WAIT A WHILE	
SERVICE ASSISTANT	
	CPU IS BEING CHECKED...

Fig. 8

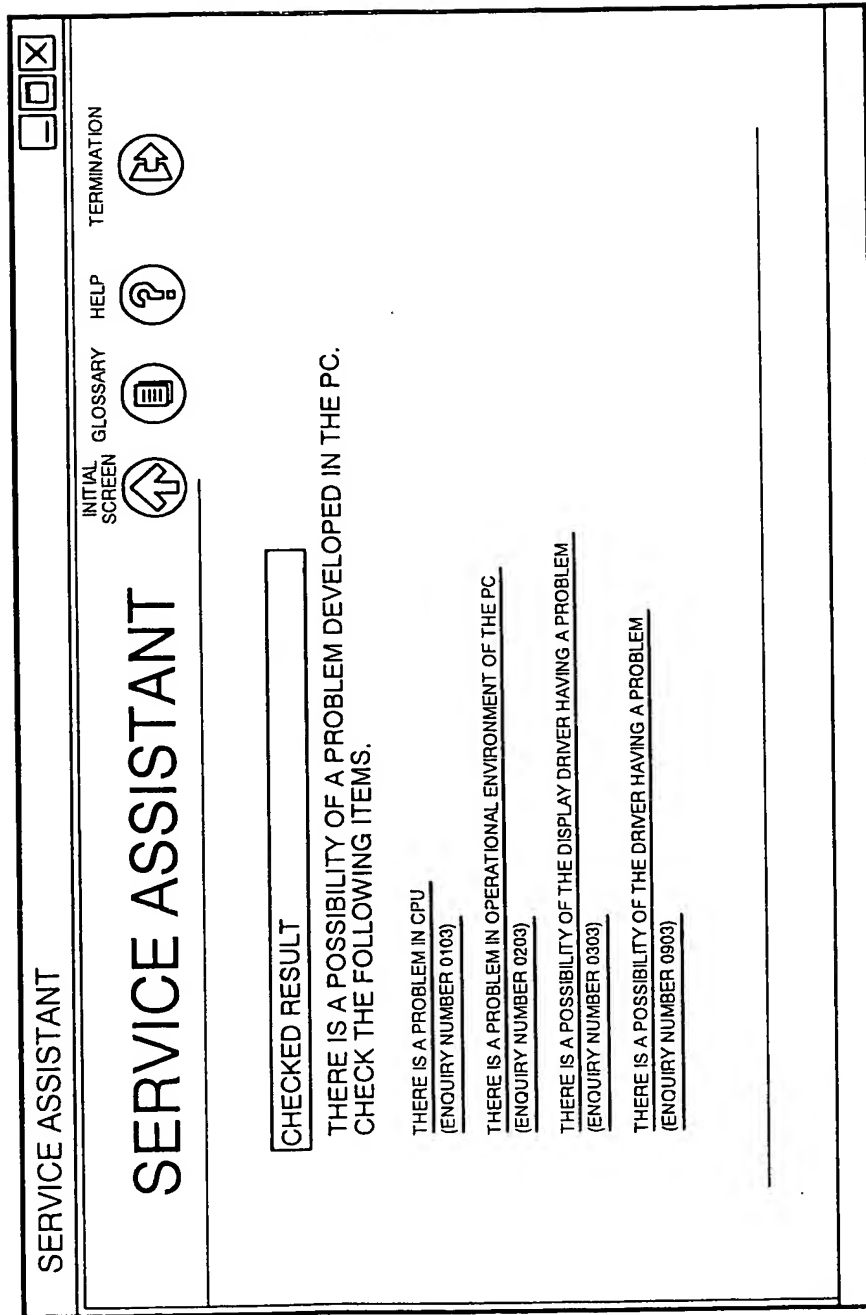


Fig. 9

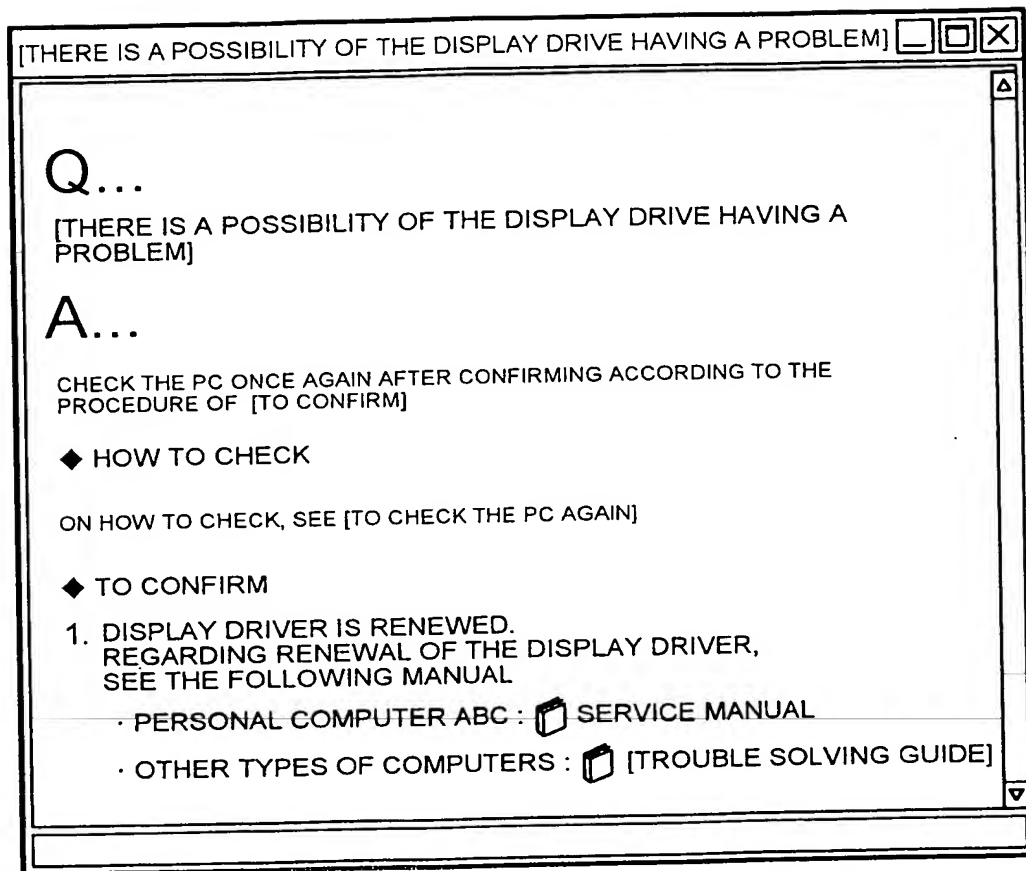


Fig. 10

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

SERVICE ASSISTANT

CHECKED RESULT

THERE SEEMS TO BE NO PROBLEM IN COMPUTER.
SEE THE FOLLOWING [TO SOLVE THE PROBLEM].

TO SOLVE THE PROBLEM

QUESTION OFTEN ASKED IS EXPLAINED BY Q&A FORM.
CLICK CONTENT YOU WANT TO SEE.

1. SCREEN FLICKERS WHEN ACTIVATED OR TERMINATED

2. TITLE OF WINDOW OR COLOR OF ITEM SELECTED ARE DESIRED TO BE CHANGED

3. SIZE OR POSITION OF SCREEN DISPLAY IS DESIRED TO BE CHANGED (IN CASE OF SEPARATE DISPLAY)

4. SCREEN DISPLAY IS UNUSUAL

5. BRIGHTNESS OF THE SCREEN IS DESIRED TO BE ADJUSTED

OTHER SOLUTION METHODS ARE TO BE CHECKED |

WHEN THE PROBLEM IS NOT SOLVED EVEN IF THE ABOVE DESCRIBED QUESTION
OFTEN ASKED IS CHECKED, INPUT WHAT IS DESIRED TO KNOW TO THE FOLLOWING
COLUMN AND CLICK [RETRIEVAL].

RETRIEVAL

Fig. 11

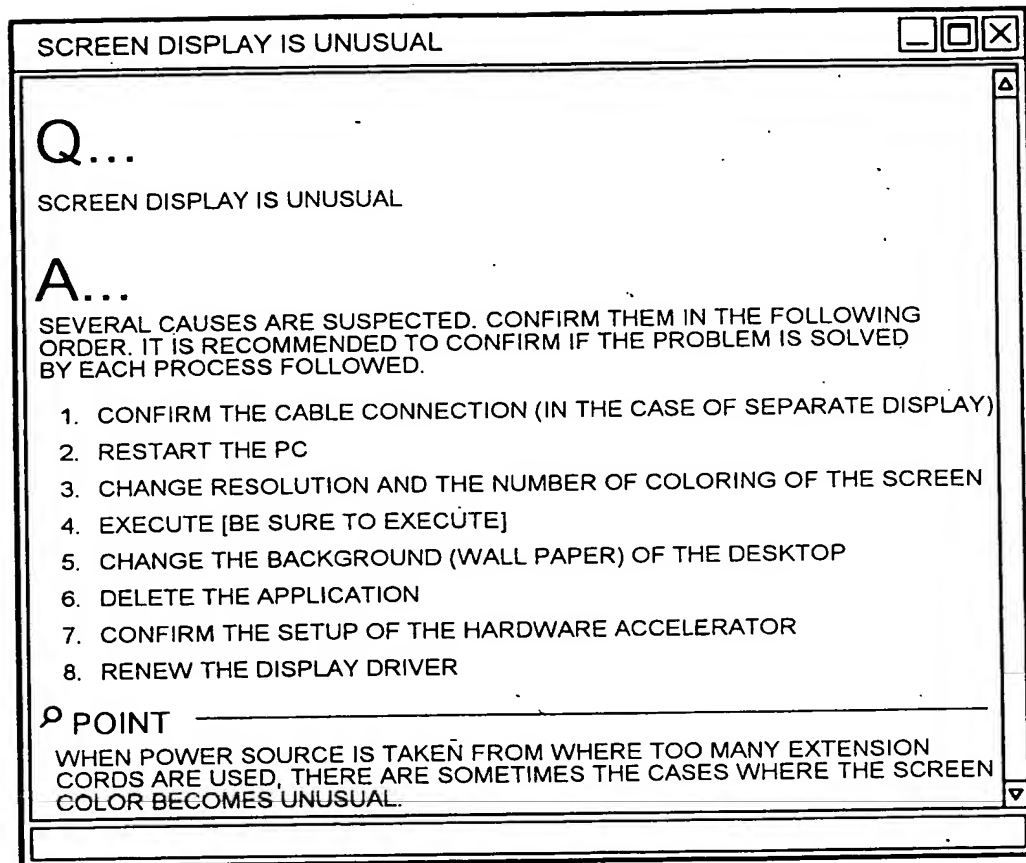


Fig. 12

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

CHECKED RESULT

IT SEEMS THAT THERE IS NO PROBLEM IN THE PC.
SEE THE FOLLOWING [TO SOLVE THE PROBLEM].

TO SOLVE THE PROBLEM

QUESTION OFTEN ASKED IS EXPLAINED BY Q&A FORM.
CLICK THE CONTENT DESIRED TO SEE.

1. SCREEN FLICKERS WHEN ACTIVATED OR TERMINATED

2. TITLE OF WINDOW OR COLOR OF ITEM SELECTED ARE DESIRED TO BE CHANGED

3. SIZE OR POSITION OF SCREEN DISPLAY ARE DESIRED TO BE ADJUSTED (IN CASE OF SEPARATE DISPLAY)

4. SCREEN DISPLAY IS UNUSUAL

5. BRIGHTNESS OF THE SCREEN IS DESIRED TO BE ADJUSTED

OTHER SOLUTION METHODS ARE TO BE CHECKED |

WHEN THE PROBLEM IS NOT YET SOLVED EVEN IF THE ABOVE DESCRIBED QUESTION OFTEN ASKED IS CHECKED, INPUT WHAT IS DESIRED TO KNOW TO THE FOLLOWING COLUMN AND CLICK [RETRIEVAL].

THE SCREEN BECAME LARGER

RETRIEVAL

Fig. 13

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

SEARCHED THE FOLLOWING INFORMATION

THE INPUTTED CONTENT AND THE SCREEN BECAME LARGER

RESULT

50 ITEMS WERE FOUND

1. A GUIDE TO PC-OPERATION MASTER · FIRST SCREEN 3

2. A GUIDE TO PC-OPERATION MASTER · FIRST SCREEN 2

3. A GUIDE TO PC-OPERATION MASTER · TO OPERATE WINDOW

4. A GUIDE TO PC-OPERATION MASTER 1 · FIRST SCREEN 1

5. A GUIDE TO PC-OPERATION MASTER 1 · TO CHANGE THE SIZE OF WINDOW

PREVIOUS LIST

NEXT LIST

1 2 3 4 5 6 7 8 9 10 (50 ITEMS)

WHEN NECESSARY INFORMATION IS NOT FOUND

WHEN NECESSARY INFORMATION IS NOT FOUND, IT CAN BE SEARCHED BY THREE MORE METHODS

Fig. 14

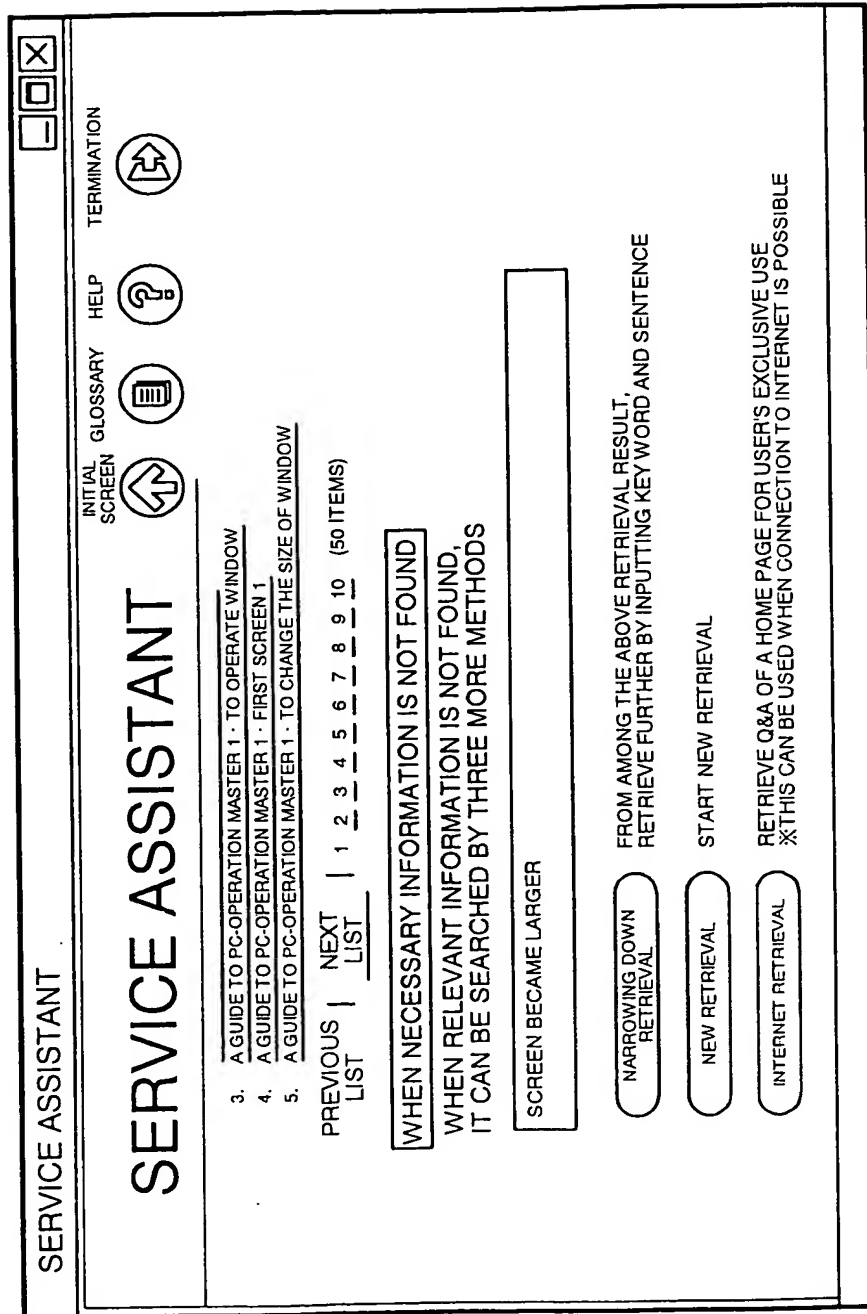


Fig. 15

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

SERVICE ASSISTANT

LOG IN

USER REGISTRATION NUMBER :
PASS WORD

LOG IN TO QA Navi

NEW REGISTRATION

WHEN THE PROBLEM IS NOT SOLVED BY Q&A OF INTERNET,
ENQUIRY TO A PERSON IN CHARGE OF THE SUPPORT CAN
BE MADE. CLICK HERE.

ONLINE ASSISTANT

Fig. 16

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

SERVICE ASSISTANT

PRODUCT NUMBER

(ENTER BY HALF-SIZE ALPHABETIC CHARACTERS.
EXAMPLE : MA9500651)

DATE PURCHASED

YEAR MONTH DAY

(YEAR BY A.D. : ENTER WITH HALF-SIZE ALPHABETIC CHARACTERS.
EXAMPLE : 2000)

OS

FAMILY NAME

(JAPANESE ALPHABET)

NAME

(JAPANESE ALPHABET)

FAMILY NAME IN KANA

(JAPANESE ALPHABET)

NAME IN KANA

(JAPANESE ALPHABET)

DATE OF BIRTH

YEAR MONTH DAY

(YEAR BY A.D. : ENTER WITH HALF-SIZE ALPHABETIC CHARACTERS. EXAMPLE : 2000)

SEX

☐ MALE ☐ FEMALE

PRIVATE PERSONAL / LEGAL PERSON

☐ PRIVATE PERSONAL ☐ LEGAL PERSON

Register

WHEN THE PROBLEM IS NOT SOLVED BY Q&A OF INTERNET,
ENQUIRY TO A PERSON IN CHARGE OF THE SUPPORT CAN
BE MADE. CLICK HERE.

ONLINE ASSISTANT

Fig. 17

SERVICE ASSISTANT

PC SUPPORT

Q&A navi

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

SERVICE ASSISTANT

QUESTION

CONTENTS OF INPUTTED QUESTION

SCREEN BECAME LARGER

RETRIEVAL RESULT LIST

(1-10) ITEMS DISPLAYED / 4112 ITEMS

1	SHOW HOW TO CHANGE THE SIZE OF THE SCROLL BAR OF WINDOW
2	SHOW HOW TO CHANGE THE SIZE OF [MAGNIFYING GLASS] OF WINDOW
3	SCREEN DISPLAY IS LARGE AND THERE IS A PORTION NOT DISPLAYED IN THE WINDOW
4	WHEN THE COMPUTER IS RESTARTED IN A STATE OF SEVERAL FOLDERS IN MY COMPUTER BEING OPENED.

WHEN THE PROBLEM IS NOT SOLVED BY Q&A OF INTERNET, ENQUIRY TO A PERSON IN CHARGE OF THE SUPPORT CAN BE MADE. CLICK HERE.

ONLINE ASSISTANT

Fig. 18

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

SERVICE ASSISTANT

LIST OF ENQUIRIES

☐ ENQUIRIES OF PROBLEMS NOT SOLVED (1)

☐ ENQUIRIES OF PROBLEMS TERMINATED (1)

PREPARE CONTENTS OF THE ENQUIRY

SELECT ITEMS THAT ARE SUSPECTED TO BE IN TROUBLE OR GO WRONG (INDISPENSABLE)

SCREEN DISPLAY

INPUT CONTENT OF THE PROBLEM AS SPECIFICALLY AS POSSIBLE (INDISPENSABLE)

WHEN [ADVANCE TO THE NEXT] IS CLICKED, THE PROGRAM FOR COLLECTING THE INFORMATION WHICH IS UTILIZED BY A PERSON IN CHARGE OF THE SUPPORT IS EXECUTED

ADVANCE TO THE NEXT

Fig. 19

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

LIST OF ENQUIRIES

☐ ENQUIRIES OF PROBLEMS NOT SOLVED (2)

☐ ENQUIRIES OF PROBLEMS TERMINATED (1)

TRANSMIT ENQUIRY

THE FOLLOWING INFORMATION WAS COLLECTED, WHICH IS NECESSARY FOR A PERSON IN CHARGE OF THE SUPPORT TO GIVE YOU AN ACCURATE ADVICE

• SYSTEM INFORMATION

• ENVIRONMENTAL VARIABLE DATA

• SYSTEM EVENT LOG ENTRY

• TASK ENTRY WHILE IN EXECUTION

• WHEN [TRANSMIT] IS CLICKED, CONTENT OF ENQUIRY AND THE INFORMATION OF THE PC ARE TRANSMITTED TO THE PERSON IN CHARGE OF THE SUPPORT

• WHEN [CANCEL] IS CLICKED, TRANSMISSION OF ENQUIRY IS TERMINATED

• THE CONTENT OF TRANSMISSION IS NOT USED FOR THE PURPOSE OTHER THAN THE SUPPORT

TRANSMIT

CANCEL

Fig. 20

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

SERVICE ASSISTANT

LIST OF ENQUIRIES

☐ ENQUIRIES OF PROBLEMS NOT SOLVED (2)

☐ ENQUIRIES OF PROBLEMS TERMINATED (1)

EXCHANGE OF MESSAGES WITH THE PERSON IN CHARGE OF THE SUPPORT : SCREEN SIZE BECAME UNUSUAL

ENQUIRY : SCREEN SIZE BECAME UNUSUAL

SERVICE ASSISTANT2001/08/28 PM 06:11:40

CONTENT OF ENQUIRY WAS NORMALLY TRANSMITTED

SERVICE ASSISTANT2001/08/28 PM 06:11:46

CONTENT OF ENQUIRY IS IN RECEIVING PROCESS

NEW MESSAGE CAN BE TRANSMITTED TO THE PERSON IN CHARGE OF THE SUPPORT. WHEN MESSAGE IS TRANSMITTED, INPUT IT TO THE FOLLOWING COLUMN AND CLICK [TRANSMIT]

TRANSMIT

CANCEL THE ENQUIRY

Fig. 21